

Digital Transformation

Sector Partners

Digital Transformation for the Aged Care Sector



Digital Transformation and Delivery Division
Digital Services within Corporate Operations Group
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

www.health.gov.au

Meeting #59

3/04/2025



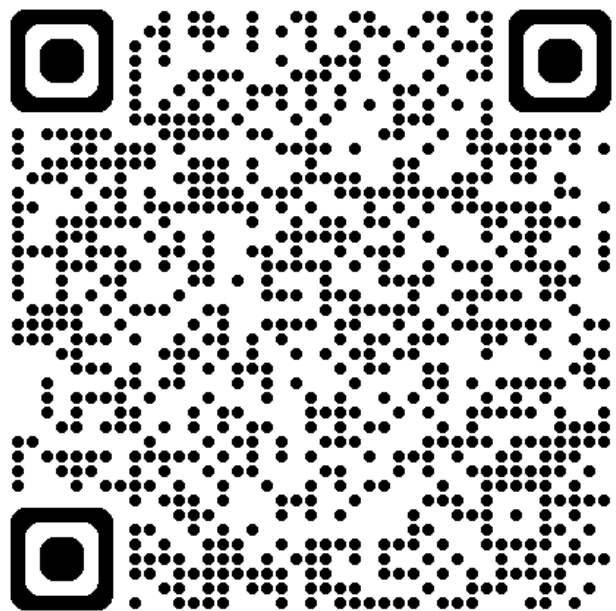
WELCOME

Fay Flevaras

Chief Digital Information Officer

Digital Services within Corporate Operations Group

Department of Health and Aged Care | Australian Government



Election 2025 | Caretaker mode



Australian Government
Department of Health and Aged Care

Sector Partners #59

Agenda



Digital transformation for the aged care sector

**Welcome &
Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Services Australia
Health Systems
Developer Portal**

Olivia Trembath

**Q&A and
Discussion**

Fay Flevaras

Close

Fay Flevaras



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State of Play & Welcome to acCION Members

Fay Flevaras

Chief Digital Information Officer

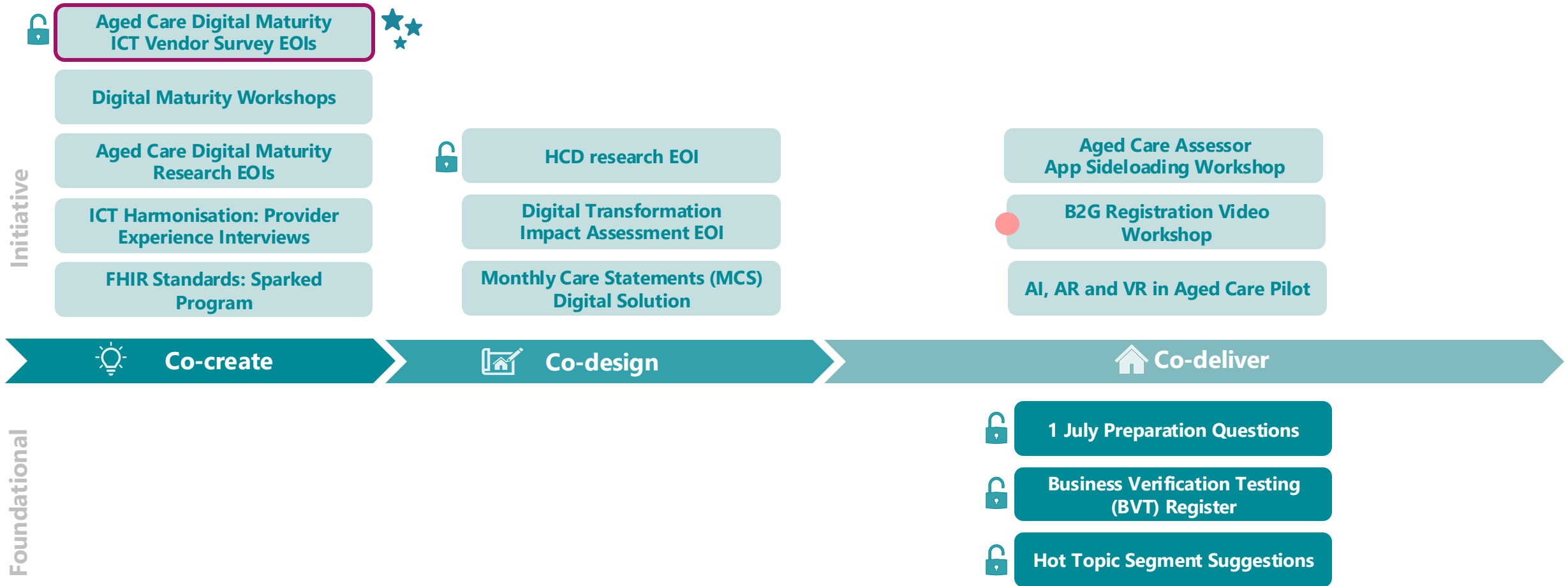
Digital Services within Corporate Operations Group
Department of Health and Aged Care

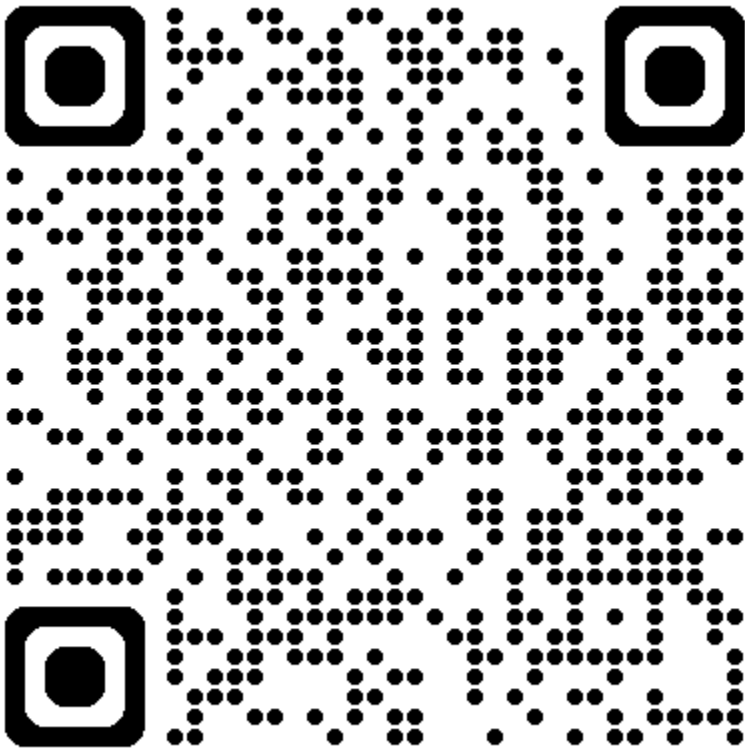


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Open collaboration activities



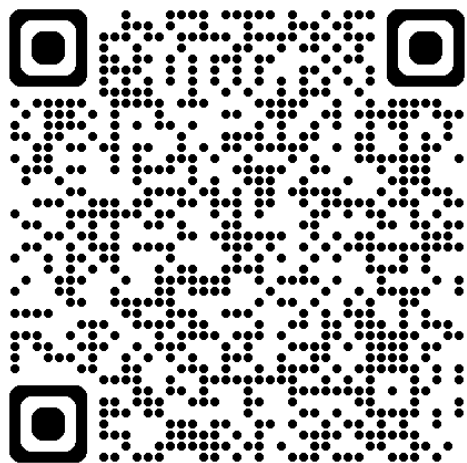


Provider Registration Preview Video



The new Provider Registration Preview video outlines the next step in the aged care provider deeming process, in preparation for the new Aged Care Act.



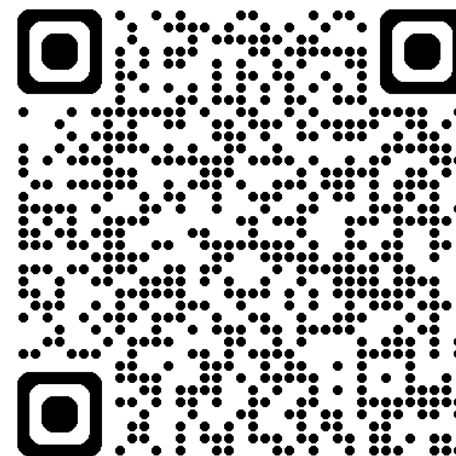


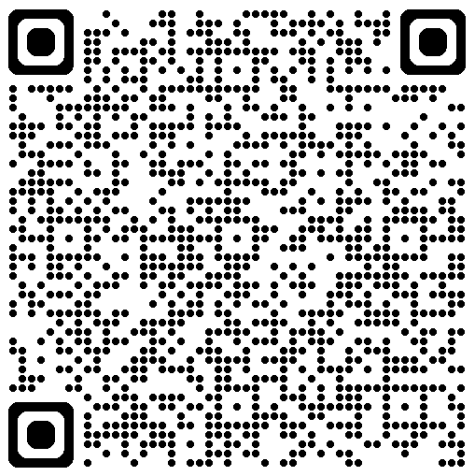
Summary of Indicative Support at Home Prices

This fact sheet includes indicative price ranges for most Support at Home services. These price ranges reflect what Home Care Package Program providers have reported that they intend to charge from 1 July 2025.

New Support at Home Pricing Guidance

New guidance is available for in-home aged care providers to help set their own prices for the first year of the new Support at Home program.





Support at Home Program Frequently Asked Questions

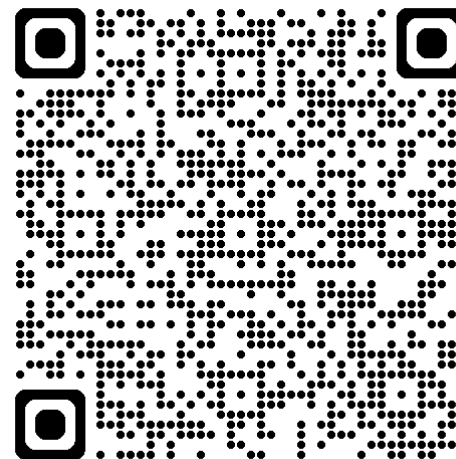
This fact sheet answers some frequently asked questions about the Support at Home program design.

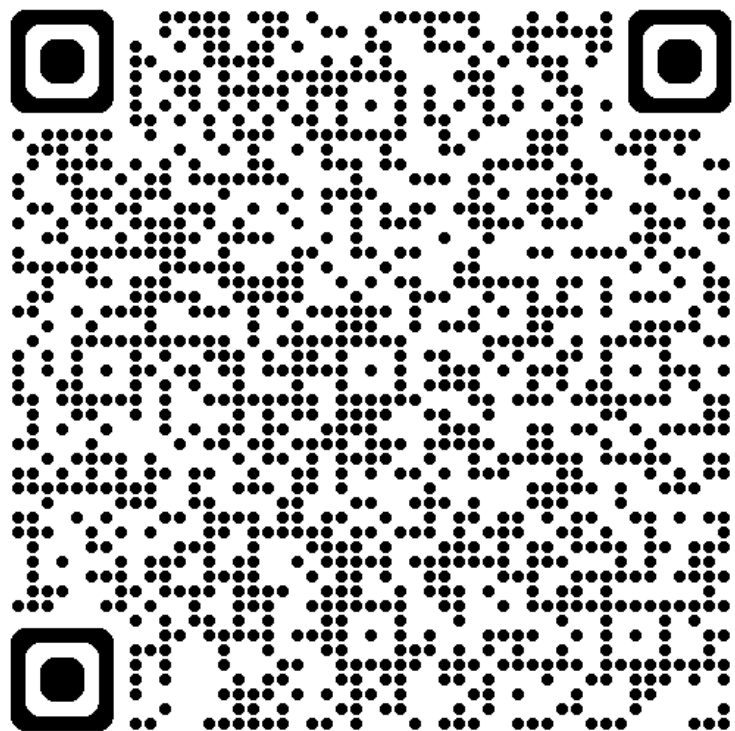
Support at Home Webinar

This webinar will give older people, families and carers an update on the Support at Home program, including information for existing care recipients transitioning into Support at Home from 1 July 2025.

When: Thursday 3 April 2025 2:30 pm to 3:30 pm AEDT

Where: Virtual – Register via the QR code





Commonwealth Home Support Programme (CHSP) 2025–27 extension and reforms update webinar



This webinar for CHSP providers covered the 2025–27 extension and changes under the new Aged Care Act.



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ICT Vendor Survey EOI

ICT vendors are invited to submit expressions of interest (EOIs) to be included in the upcoming ICT Vendor Survey.



The survey will be available for 3 weeks and is scheduled to launch later this month.



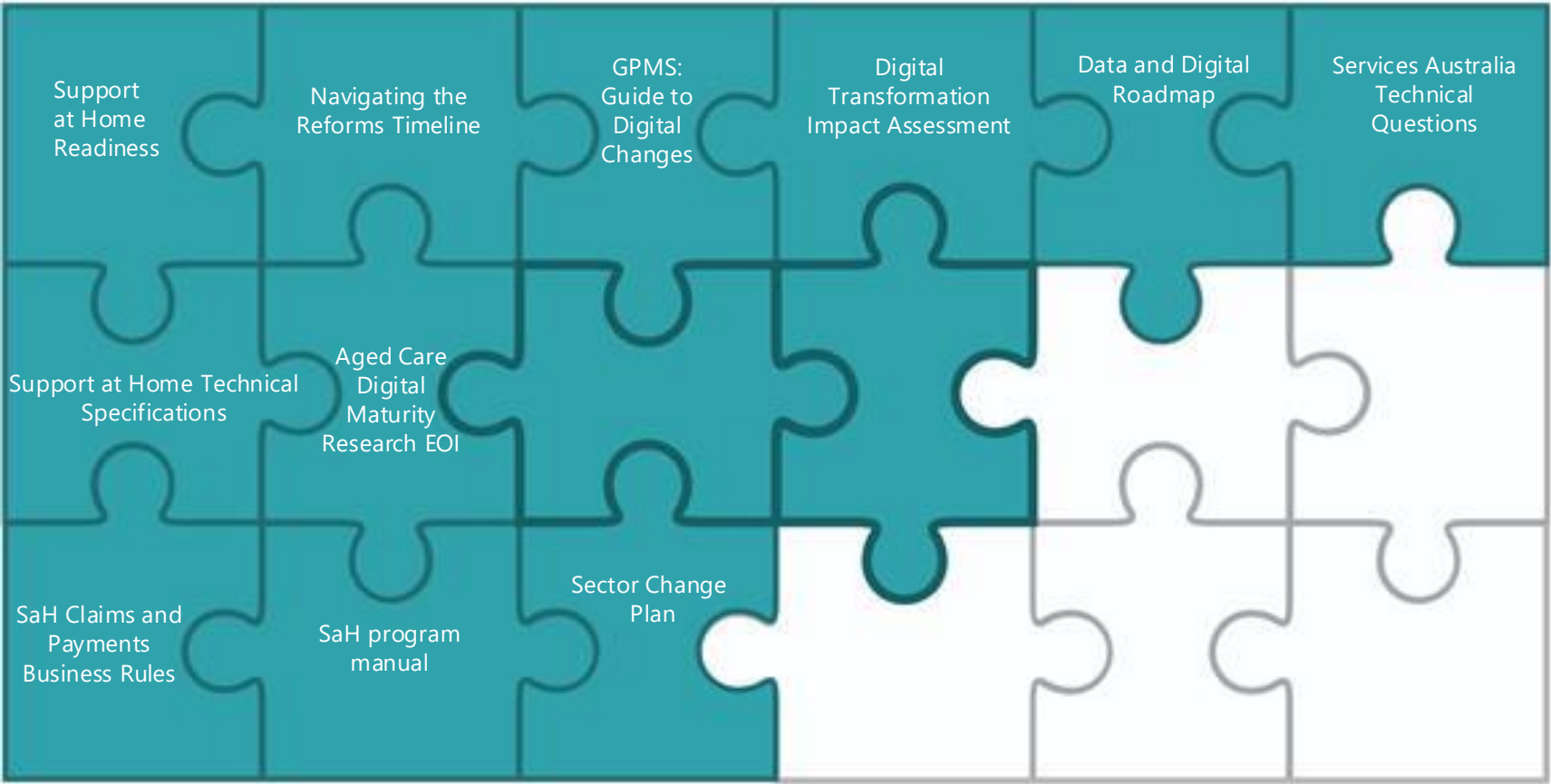
Vendors who support the aged care sector are encouraged to participate.



AgedCareDigitalMaturityProject@health.gov.au



Assembling the puzzle



Summary of Indicative Support at Home Prices

New Support at Home Pricing Guidance



Services Australia Health Systems Developer Portal

Olivia Trembath

Assistant Director
Integrated Developer Management Office (iDMO)
Digital Health Branch
Health Programs Division
Program Design Group
Services Australia



Aged Care Software Developer Portal Comparison

Services Australia

SOFTWARE DEVELOPER
INTEGRATION FOR PAYMENTS AND
CLAIMS

Health
Systems
Developer
Portal



B2G
Developer
Portal



Department of Health and
Aged Care

SOFTWARE DEVELOPER
INTEGRATION FOR AGED CARE
REPORTING

The **Health Systems Developer Portal**:

- assists Software Developers to create integrated software solutions for health programs and aged care provider's payment interactions with Government:
 - **Medicare Online (including DVA)**
 - **Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE)**
 - **Australian Immunisation Register (AIR)**
 - **Pharmaceutical Benefit Scheme (PBS) Online**
 - **Aged Care Online claiming channels.**

The portal also:

- provides access to agreements and associated policies, terms and conditions (for use of the portal)
- contains API specifications, licensed development material and resources
- outlines the steps for integration testing and production release
- provides access to the digital assistant chatbot (Ask hAPI)

Link to portal: <https://healthsoftware.humanservices.gov.au/claiming/ext-vnd/home>

The **B2G Developer Portal**:

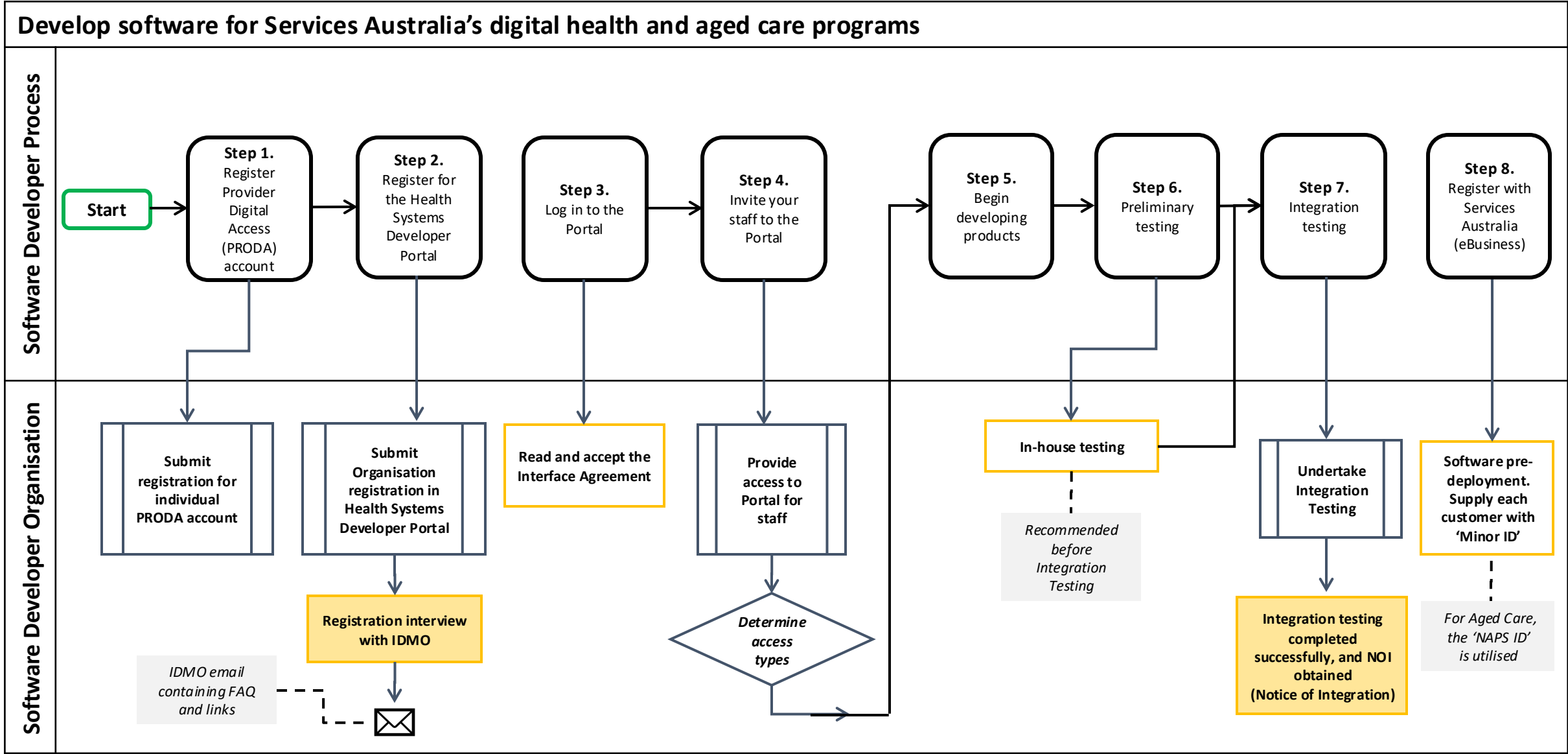
- assists Software Developers to create integrated software solutions that enable streamlined reporting by aged care providers to the department:
 - **Quality indicators**
 - **24/7 Registered Nurse reporting**

The portal also:

- contains resources for accessing Foundational and Beta API specifications
- outlines the steps for testing and software conformance assessment ensuring secure integration with Government systems
- provides access to agreements and associated policies, terms and conditions (for use of the portal)

Link to portal: <https://developer.health.gov.au/s/>

Health Systems Developer Portal – End to End Process



Health Systems Developer Portal – Registration FAQs



Which organisations need to register?

- restricted to developers building for Services Australia payments and claiming
- organisation developing their own in-house software product
- business owner developing a software product

Which organisations do not need to register?

- aged care providers or organisations using third-party software

Who from the organisation needs to register?

- authorised person – ASIC register or ACNC register or;
- a delegate authorised by a director or responsible person from the ASIC register or ACNC register



Why is registration important?

- access to APIs, licenced development material, vendor environment
- acceptance of Interface Agreement (and its associated policies)

What you can do to assist with the registration process

- overseas development - exemption assessment
- ensure your registration is completed in full and by the appropriately delegated person
- provide Cloud/IRAP details



Further assistance: DeveloperLiaison@servicesaustralia.gov.au

Q&A

There are multiple ways to ask your question:

- 1** Type your question into the meeting chat.
- 2** Raise your virtual hand to be brought to stage to ask your questions directly.

Want to ask your question directly?

Just raise your hand using the option at the top of the MS Teams window.



A group of four diverse people (three women and one man) are laughing heartily together in a bright, indoor setting. The woman in the center has curly hair and is wearing a white lace top. The man next to her has a beard and glasses, wearing a blue shirt. The woman on the left has long blonde hair and is wearing a light-colored top. The man on the far right is partially visible, also smiling. The background is softly blurred, suggesting an office or meeting space.

THANK YOU

Our next meeting will be on **Thursday, 17 April 2025.**



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